



# **F.Y.I.**

**from the Policy Unit**

**FYI-272**

**Date: April 6, 2020**

## **SUBJECT: Documents Received from Customers**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS\\_POLICYQUESTIONS@azdes.gov](mailto:DCSS_POLICYQUESTIONS@azdes.gov) or call 602-771-8127

During the COVID-19 emergency declaration, effective immediately, clients may submit all documents to the DCSS via email. Please instruct customers to submit the document to the documents email: [DCSS-Documents@azdes.gov](mailto:DCSS-Documents@azdes.gov). Alternatively, case managers may have customers email the documents to their direct email. Customers may still submit documents via mail when they do not have scanning capabilities or prefer not to email private information.

For administrative review requests, please encourage customers to submit documents to the Administrative Review Unit (ARU) email box: [ARU-DCSS@azdes.gov](mailto:ARU-DCSS@azdes.gov). Customers will receive final determinations via email when a verified email address is on record with the DCSS.

Notarization of documents will not be required during the emergency declaration. For the Acceptance of Service by Mail document only, customers must submit a scan of their driver's license or other valid government-issued photo identification with the signed document in order to prove identity to the courts. For all other documents, a signature is sufficient.

***DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.***

***\*Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail***

